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Patent**Attorney Docket No.: 2003P15311US****IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicants: CASPI et al.

Application No.: 10/742,304

Filing Date: 12/18/2003

For: **COMPUTER-BASED TELEPHONE
CALL MANAGEMENT**

Group Art Unit: 2614

Examiner: Thjuan K. Addy

Confirmation No.: 5669

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Jeanette L. Taplin

**PRELIMINARY AMENDMENT and RESPONSE
to March 17, 2008 Final Office Action**

Mail Stop AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Final Office Action mailed March 17, 2008, please amend the
above-identified application as follows. A Request for Continued Examination is being
submitted herewith.

Amendments to the claims are reflected in the listing of claims which begins on
page 2 of this paper.

Remarks begin on page 5 of this paper.